

Online Water Account Registration Information - First Time Users

300 W. Cotton St. | [Click here for map](#) [1]

Welcome to the City of Longview Water Utilities Online Registration process. If you are a first time user to this site, here are a few helpful tips.

Initial Login

To initially log into the system, you must provide your account number, name as it appears on the account (no periods), the first five digits of your zip code and the email address where you wish your temporary password to be sent. Once you have logged in, you may change the password. Should you forget your password, simply click the mouse in the area noted and within a few minutes your password will be emailed to you. For security reasons, you will not be able to obtain this information by phone.

Accessing Your Account

Upon accessing your account online, you may easily view and print your water use history, billing history, billing detail and payment history on each account. If you have more than one account, you may look up this information on each account. Also, you have the ability to see the water usage on your account and make comparisons with other customers on the same street. Realizing the importance of protecting this vital account information, the application has built into its design state of the art security measures to safeguard every aspect of your internet activity.

Paying Your Bill

The system offers a secure and easy to use option to pay your bill with a check, credit or debit card. Online payment is accepted with MasterCard, Visa, or Discover only. This electronic process involves submitting the required check or credit/debit card information in the spaces provided. All payment amounts are validated as real-time and accepted according to a prescribed schedule. All credit or debit card payments received after 3:00 p.m. will be posted the next business day. Electronic check payments may take up to 48 hours to clear the bank and post to your account. These payments that are not transferred into the billing system may show as pending on your account.

Internet Security

The online payment process is completely protected. The website payment is secured by Digicert, the latest in internet security technology, to certify the safe transmission of all electronic payment transactions. There are no fees to the customer for using this online payment service.

For more information call: 903-237-1030 | [Contact Us](#) [2]

Source URL: <http://water.longviewtexas.gov/online-water-registration>

Links:

[1]
http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll

=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Long
view,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16
[2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>